

I forgot my Password | Security Questions, how do I log in?

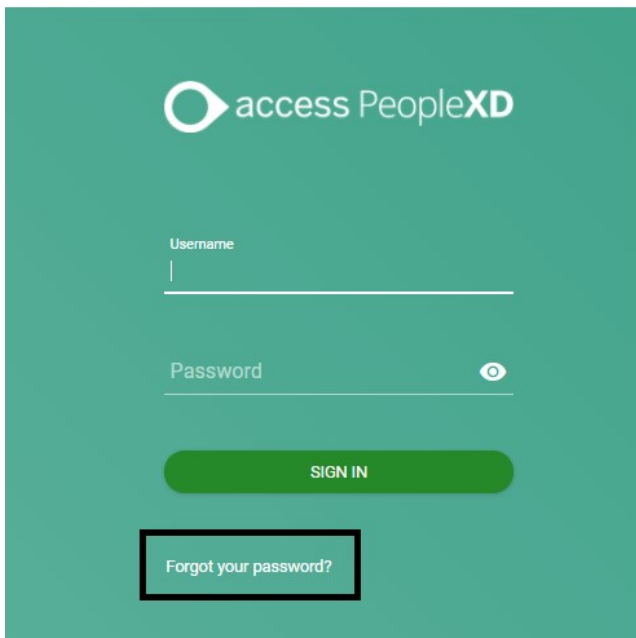
Please note:

The below steps are outlined when navigating from the portal log in page.

Please note:

You have two options when resetting your password – it can be reset by sending an email, or by answering your security questions – both methods are stepped out below.

- **Step 1** – Select the 'Forgot password or security question' option below the sign in box.



- **Step 2** – Enter your email address and date of birth as requested – click 'Next Step'.

Recovery Assistance

If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.

Email

Date of Birth

day month year

Previous Step Next Step

- **Step 3** – Select whether you want to reset your password or security questions – click 'Next Step'.

Recovery Assistance

Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step.

Password Reset

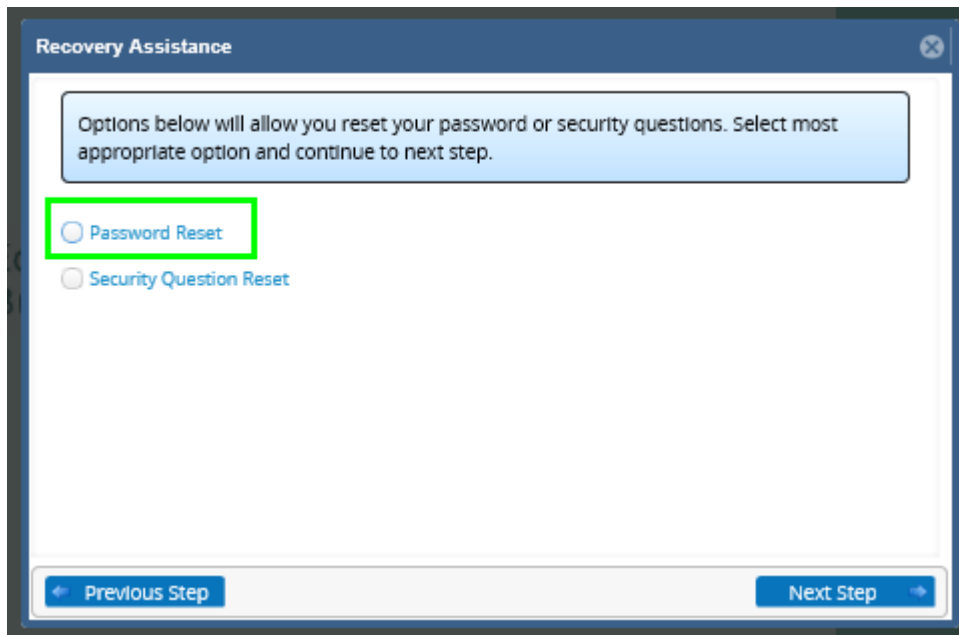
Security Question Reset

Previous Step Next Step

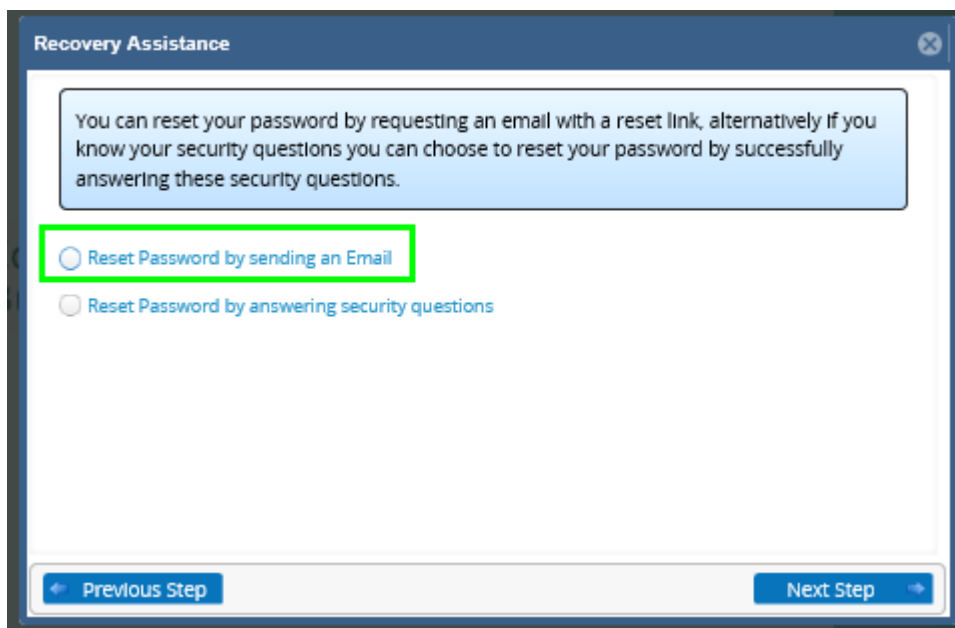
Password Reset (2 options):

Option 1 – When resetting your password via email:

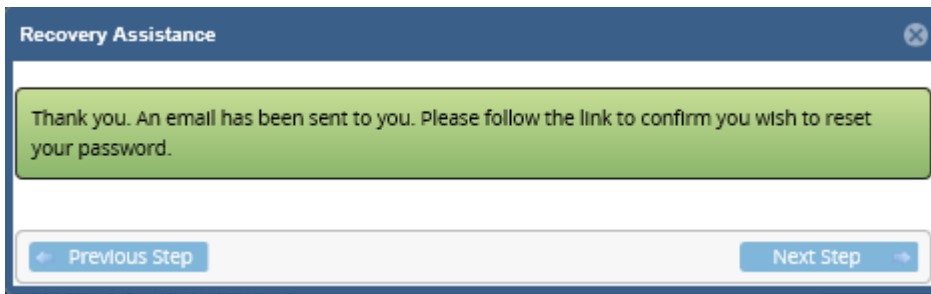
- **Step 1** – Select the 'Password Reset' option and click 'Next Step'.



- **Step 2** – Select the ‘Reset password by sending an Email’ option – click ‘Next Step’ – you will receive an email with a link – click this link and follow the next steps.



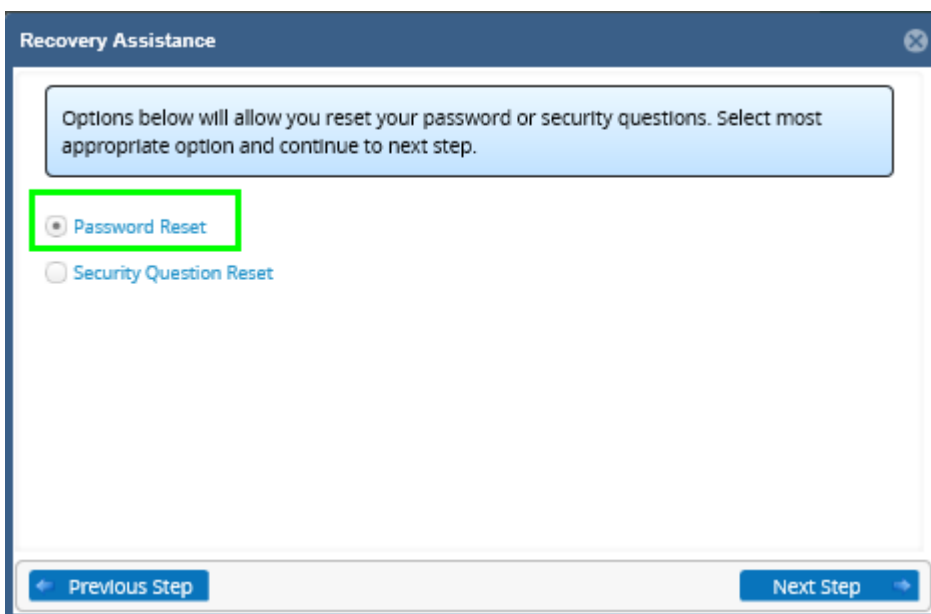
- **Step 3** – You will receive an email with a link – click this link and follow the next steps.



- **Step 4** – Once you have clicked into the link – enter your date of birth and you will be asked to answer one of your security questions. Enter these details.
- **Step 5** – Enter your new password and confirm your new password.
- **Step 6** – Click 'Set Password.'

Option 2 – When resetting your password via Security Questions:

- **Step 1** – Select the Password Reset option and click 'Next Step'



- **Step 2** - Select the 'Reset Password by answering security questions' option – click 'Next Step'.

Recovery Assistance

You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions.

Reset Password by sending an Email

Reset Password by answering security questions

Previous Step Next Step

- **Step 3** – Answer your 3 security questions (as set out when first registered for the system) – click ‘Next Step’.

Recovery Assistance

What was the make of your first car

Name of the first album you purchased

What was the name of your first pet

Previous Step Next Step

- **Step 4** – Enter your new password and confirm your new password – click ‘Next Step’.

Recovery Assistance

Provide a sufficiently safe and secure password. Your password is required to contain mixed case characters, numbers and specials characters (e.g. # ! @ etc).

New Password

Confirm Password

Previous Step Next Step

Security Question Reset:

Please note:

To reset your security questions you will need your password and the last 4 digits of your Bank Account Number (IBAN).

- **Step 1** – Enter your Password and the last 4 digits of your Bank Account Number (IBAN) into the relevant fields – click 'Next Step'.

Recovery Assistance

In order to reset security questions you must provide your password, if you can not remember your password select the Reset Password in previous screen.

Password

Bank Account

0000

Previous Step Next Step

- **Step 2** – Enter your new security questions and answers into the relevant field – click ‘Next Step’ – Your security questions will then be updated.

The screenshot shows a window titled "Recovery Assistance" with a close button in the top right corner. The window contains three sets of security questions and answers, each enclosed in a red rectangular highlight. Each set consists of a question dropdown menu and a corresponding text input field for the answer. The questions are labeled "Question One", "Question Two", and "Question Three". The dropdown menus currently show "select question One", "select question Two", and "select question Three" respectively. The answer fields contain "answer to question One", "answer to question Two", and "answer to question Three". At the bottom of the window, there are two buttons: "Previous Step" on the left and "Next Step" on the right. The "Next Step" button is highlighted with a red rectangular border.

Please note:

If the above steps do not work for you – please email the ESBS ETB Payroll helpdesk. Details for the Helpdesk can be found in the ‘Introduction’ section.